

SERVICE DESK COORDINATOR **JOB DESCRIPTION**

Objective

To create an extraordinary service experience for school guests as a service assistant to Future Professionals and promote the school and its Take Home products and services. To ensure a smooth guest service traffic flow on the clinic floor.

Service Facilitator

The Service Desk Coordinator monitors and secures the service desk.

- The Service Desk Coordinator oversees and secures the cash register and reservation system.
- The Service Desk Coordinator schedules guest reservations.
- He or she shows great guest service skills with service guests and Future Professionals.
- He or she prepares the service desk to open for the day.
- He or she maintains a clean and attractive environment.
- He or she completes all morning shift duties, including cleaning the desk and windows, and prepares the OOPS! List.
- He or she prepares coffee and/or tea each day and maintains a clean and stocked beverage area.
- He or she stands to greet service guests with a smile and handshake as they enter the clinic floor.
- He or she checks in all guests.
- He or she attends to service guests' needs, such as providing hot tea, coffee, water with lemon, or magazines.
- He or she communicates well with guests and other team members.
- He or she directs guests to the proper seating or Take Home area for shopping.
- He or she supports and directs Future Professionals and allows a smooth guest flow in the service area during the check-in and checkout process.
- He or she ensures each Future Professional receives a service guest using the school schedule rotation.
- He or she helps to organize the roles of Future Professionals on the Concierge Team.
- He or she maintains communication with the Clinic Floor Leaders.
- He or she resolves service desk challenges quickly.
- He or she assists Future Professionals in completing the service experience by complimenting their work, suggesting Take Home products, and rebooking the service guests for their next reservations.
- He or she checks out and rebooks all service guests.
- He or she completes all daily clinic floor reports.
- He or she distributes tickets to the service team for the next day's reservations.
- He or she closes the service desk following closing procedures.

Reservation Specialist

The Service Desk Coordinator creates an extraordinary experience for all call-in guests and prospective Future Professionals.

- He or she answers the telephone with a friendly, helpful tone to schedule guest reservations.
- He or she is friendly and accommodating and Creates Magic!
- He or she responds to service guest and prospective Future Professional inquiries.
- He or she properly schedules service guests using the prescribed greeting and scheduling dialogue.
- He or she maintains accurate guest reservation records.
- He or she quotes accurate service prices and service times and provides descriptions of all services.
- He or she recommends additional services and promotes monthly specials and/or promotions.
- He or she is always professional.
- He or she confirms reservations in advance.
- He or she inspects the cleanliness of the service desk and reservation center (if applicable) at all times.
- He or she declutters work areas.

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Take Home Specialist

The Service Desk Coordinator promotes and sells Take Home products and services.

- The Service Desk Coordinator creates an extraordinary guest service experience to include Take Home recommendations and displays.
- The Service Desk Coordinator adds service totals and balances the cash drawer.
- He or she shares daily goals with team members in Pow Wow.
- He or she keeps records, takes inventory, and submits orders.
- He or she purchases supplies at the request of the service desk team or management.

School Ambassador

The Service Desk Coordinator represents and promotes the school.

- The Service Desk Coordinator provides general school information to the public.
- He or she connects all prospective Future Professionals to the Admissions Leader.
- He or she gives walk-in school tours to prospective Future Professionals.
- He or she acts as a cheerleader and mentor to Future Professionals and maintains professional relationships.
- He or she maintains a beautiful personal image as well as the beautiful appearance of the guest reception area and service desk.

Community Member

The Service Desk Coordinator is a happy and professional community member who performs the mission of Paul Mitchell Schools.

- The Service Desk Coordinator attends Pow Wow, service desk meetings, Town Hall, FUNraising, Free Hugs, Caper, graduation, and celebrations to sustain the school culture.
- He or she looks the part of a salon professional following the image guidelines.
- He or she attends all scheduled team trainings and follows the career path to improve performance.
- He or she may be asked to perform other tasks as needed that do not appear on the job description.